

# **iGO**



**eXtreme**

## **USER MANUAL**

**PLEASE READ THIS MANUAL BEFORE OPERATING**

AND WATCH THE FULL ASSEMBLY  
INSTRUCTIONAL VIDEO AT:

**[www.iGOelectric.com/buildmyextreme](http://www.iGOelectric.com/buildmyextreme)**

**IF YOU HAVE ANY ISSUES WITH YOUR BIKE PLEASE  
DO NOT RETURN TO PLACE OF PURCHASE**

**PLEASE CALL**

iGO Customer Service / Technical Support Toll-Free Number

**1 866 996 6686**

Mon - Fri 9:00 am - 5:00 pm EST

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INSTRUCTIONAL VIDEO AT:**

**[www.iGOelectric.com/buildmyextreme](http://www.iGOelectric.com/buildmyextreme)**

## **FRAME NUMBER / VIN NUMBER**

The frame number is located at the bottom of the headtube (above the front wheel). You will need the frame number of the ebike in order to register your ebike for warranty purposes.



**ATTENTION!** Your ebike may differ from the illustrations in this manual.



**iGO highly recommends having the ebike assembled and adjusted by a professional bicycle technician.**

Note:

iGO Electric reserves the right to make changes without notice to design(s) and / prices listed in this manual. This manual has been compiled with great care. iGO can not be held responsible for any inaccuracies whatsoever.



## CONGRATULATIONS !

You are the proud owner of an iGO electric ebike. We have taken great steps to create an incredible product and hope you enjoy riding it as much as we did creating it. With the help of our electric bike your riding experiences will be extremely pleasurable and memorable and hope you will explore many new surroundings. The ebike is equipped with electronic pedal assistance which guarantees a Completely new way of cycling. Whether you use the ebike for commuting, shopping or just a leisurely ride, you will do so comfortably and confidently on your new iGO.

Chances are that you have not previously owned an electric bike with pedal assistance. For that reason iGO has compiled a comprehensive user guide for you. iGO encourages you to read through it carefully before riding your new ebike to obtain a full understanding of your bikes features.

For more information, please visit our website at [www.igoelectric.com](http://www.igoelectric.com).

We wish you many happy rides with your new ebike.

Sincerely,

**iGO**

T: 1 866 996 6686  
@: [support@iGOelectric.com](mailto:support@iGOelectric.com)

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LACHINE, QC  
CANADA  
H3T 3J8

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**PLEASE READ IMPORTANT BATTERY STORAGE  
INFORMATION ON PAGE 18**

**IMPROPER STORAGE OF YOUR BATTERY COULD RESULT  
IN TOTAL BATTERY FAILURE**

## DISPLAY & FUNCTIONS

The battery must be in the ebike for the display to function.  
Make sure that the battery is locked into the battery rack.  
It is not necessary to keep the key in the lock while riding

Turn the power on by pressing the 'MODE' Button for 2 seconds.

### BUTTONS

---



'MODE' : Powers ebike ON/OFF, Toggles through display modes



'PLUS' : Pedal assist level up, Turns on lights when held for 2 seconds



'MINUS' : Pedal assist level down, Walk assist when held



*Electric system display and control unit*

## DISPLAY & FUNCTIONS

### INFORMATION ON THE SCREEN

---

**23.6**

**SPEED**  
(km/h or mph)

**8**  
**PAS**

**ASSISTANCE LEVEL**  
(0 - 5) Mode 0 = No assistance



**BATTERY INDICATOR**  
5 Bars = Full Battery

**ODO**

**ODOMETER**  
Total distance traveled

**TRIP**

**TRIP ODOMETER**  
Distance traveled since last reset

**TIME**

**TIMER**  
Time since ebike was last turned on



**LIGHT INDICATOR**  
Appears when lighting system is turned on

**Err**

**FAILURE**  
See page. 11 for error code descriptions

# DISPLAY & FUNCTIONS

## CONTROLS

---

### Turning the ebike ON/OFF

Press and hold the 'MODE' Button for 2 seconds to turn the electric system on or off. The control panel can only be used when the battery is connected to the ebike and key switched to the 'on' position. If the system is not used for a duration of 10 minutes, it will shut itself off to conserve battery.

### Selecting the display mode

Press the 'MODE' button to cycle through the different modes of the display. Speed/Trip Distance/Trip Time/Max. Speed/Average Speed/Motor Power

### Adjusting the pedal assistance levels

Use the 'PLUS' and 'MINUS' buttons to select the different levels of pedal assistance. (0 - 5)

Power level 5 gives the strongest assistance from the motor.

In power level 0 the motor does not provide any pedal assistance or throttle but you will still be able to use the lights and functions of the display.

NOTE: The battery will run out of power quicker when using a higher level of pedal assistance.

### Throttle

Your bike is equipped with an on demand throttle on the left grip. The throttle can only be used within pedal assist levels 1 through 5. Level 0 is for conventional non electric riding. Regardless of the power assist level you select the throttle is capable of taking you to top speed. You can use the throttle along with the pedal assist or on its own.



**YOU MUST ALWAYS WEAR AN APPROVED BICYCLE HELMET  
WHEN RIDING AN ELECTRIC BIKE.**



## DISPLAY & FUNCTIONS

### CONTROLS (Cont'd)

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#### Lighting

With the ebike's power on, hold the 'PLUS' button for 2 seconds to turn on the lighting system. This will turn on the backlight for the display, as well as the front and rear lights. Holding the 'PLUS' button for 2 seconds again will turn the lighting system off.

NOTE: The lighting system is powered through the ebikes lithium battery pack

#### Walk Assist

Hold down the 'MINUS' button to initiate walk assist mode. The bike will move at a steady pace of 6km/h until the 'MINUS' button is released.



**ATTENTION! DO NOT TEXT WHILE RIDING.**



*Control unit and throttle located on left handlebar*

# DISPLAY & FUNCTIONS

## SETTINGS MENU

---

Hold down both the 'PLUS' & 'MINUS' button for 2 seconds to enter the Settings Menu. The Settings Menu will allow you to change certain features of your ebike.

Once in the Settings menu the word mode display will begin to flash, pressing the 'Mode' button will allow you to cycle through the different settings. The 'PLUS' and 'MINUS' buttons will allow you to change the values of those settings.

Holding the 'MODE' button again for 2 seconds will save the settings and exit the Settings Menu.

### Set 1: Resetting the Trip Odometer

The flashing 'tC' represents 'trip distance clearance'. Use the 'PLUS' & 'MINUS' buttons to toggle between 'y' to clear the current value and 'n' (the default option) to keep current recorded distance. Press 'MODE' to save this setting and proceed to next setting option.

### Set 2: Backlight Contrast Setting

The flashing 'bL' represents 'backlight contrast settings'. Use the 'PLUS' & 'MINUS' buttons to toggle between values 1, 2, & 3 (1 dimmest light, 3 brightest light). Press 'MODE' to save this setting and proceed to next setting option.

### Set 3: Choosing km/h or mph

The flashing 'U' represents 'units'. Depending on your location, you will want to have the information on the screen displayed in the proper unit. the values are:

1 = mph

2 = km/h (default)

Pressing the 'PLUS' or 'MINUS' buttons while in this mode will allow you to switch between values 1 and 2 to have the information displayed in kilometers or miles.

Press 'MODE' to save this setting and return to the first option or hold 'MODE' for 2 seconds to exit the settings menu.

## DISPLAY & FUNCTIONS

### ERROR CODES

---

If an issue should occur with your iGO eXtreme ebike an error code will appear on your display.

Please note the error code and call **iGO Support** at **1-866-996-6686**.

Error 21:	Controller
Error 22:	Throttle
Error 23:	Motor
Error 24:	Hall Sensor
Error 25:	Brake Sensor

If error persists contact iGO Technical Support

**iGO TECHNICAL SUPPORT** *(phone lines open Mon-Fri 9:00 am - 5:00 pm EST)*  
**tel: 1 866 996 6686 email: support@iGOelectric.com**

# PEDAL ASSISTANCE

## WHAT IS PEDAL ASSISTANCE?

---

The bike is equipped with 5 levels of electronic pedal assistance.

As you pedal, the motor will assist you and enhance your pedaling effort. This will allow you to pedal much further and faster but use much less energy and effort. It is also a great feature when climbing a hill, as the motor will help to make any climb easy.

## TURNING PEDAL ASSISTANCE ON AND OFF

---

When you turn on the power to the display, the pedal assistance will automatically default to level 0. By using the 'PLUS' and 'MINUS' buttons, you can increase or decrease the level of assistance. You can turn off the assistance completely by pressing the 'MINUS' button until the level of assistance is at level "0". This will allow you to use the lights and functions of the display, but ride the bicycle without any pedal assistance from the motor.

Pedal assist levels 1-2 are meant to be used more on flat roads or paths, the higher levels (3-5) are more powerful and meant for hills, slopes, or heavy circumstances.

If you prefer to ride slowly, it would be more comfortable for you to ride in a lower power level. If you prefer to ride faster, then you should increase the power level.

## DERAILLEUR FUNCTIONS

---

Your bike is equipped with a Shimano Acera 7 speed derailleur. Please choose the proper gear to match the riding terrain.

The use of a proper gear along with pedal assisted or conventional power will enhance your riding experience

We recommend checking your derailleurs functions at least once a month. If you are not capable of adjusting the derailleur your local bike store can help.

## PEDAL ASSISTANCE

### SAFETY PRECAUTIONS WHILE USING THE PEDAL ASSIST & ON DEMAND THROTTLE

---

- Since the motor is assisting you, you will easily reach higher speeds than you might be used to. We recommend that you ride the bike in a minimal traffic area at first to become more comfortable with it.
- The operation of the pedal assistance depends on the speed at which the pedals are rotated and your cycling speed.
- The electric motor speed is limited to a speed of 32 Km/h (20 mph). This means that as you reach this speed electrical assistance stops and returns when speed returns to 32km/h ( 20 mph )
- The level of pedal assistance will affect the battery range. Battery range is dependent on many factors which are measured under average conditions. It is dependent on, but not limited to, rider weight, speed, elevation, tire pressure, wind, start-stop frequency, and outside temperature.



**ATTENTION!** Remember that acceleration will be much quicker with pedal assistance.



**ATTENTION!** Make sure to turn off the power when walking next to, mounting, or dismounting the bike.



**ATTENTION!** Hold both brakes when stationary.



**YOU MUST ALWAYS WEAR AN APPROVED BICYCLE HELMET  
WHEN RIDING AN ELECTRIC BIKE.**

# BATTERY & CHARGING

## BATTERY RANGE

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### How far can I travel on my electric bike?

The total distance you can travel on your electric bike is not an easy amount to specify. The range depends on many different factors including, but not limited to:

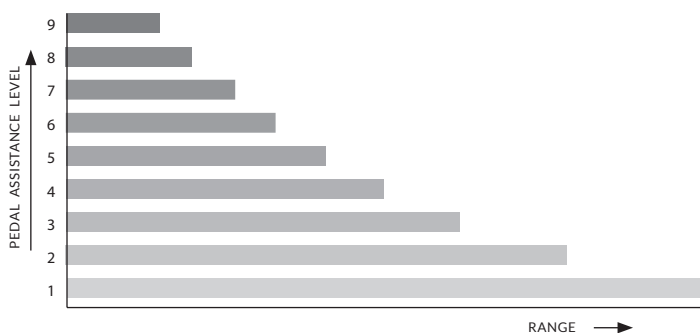
- Total Weight (weight of the bike + rider + cargo)
- Resistance (wind, tire pressure, speed, road conditions and altitude)
- Outside Temperature
- The level of pedal assistance and throttle usage
- The condition of the battery  
(battery capacity decreases as the battery ages)

### Battery Capacity

Batteries are often compared based on capacity - Amp hours (Ah).

However, a comparison based on capacity alone does not properly depict a battery since the performance of a battery pack is also based on battery voltage (V). The best way to compare battery performance is by looking at the amount of energy that can be used in watt-hours (Wh). Wh take into account both the capacity of the battery, as well as the average voltage during discharge. Simply put, the higher the V/Ah, the higher Wh range!

Wh calculation ex:  $48\text{ V} \times 13\text{ Ah} = 624\text{ Wh}$



## BATTERY & CHARGING

### DISCONNECTING & REMOVING THE BATTERY

---

On the top-left side of your battery is the battery lock. This lets you lock/unlock the battery pack of the bike.

#### To Lock:

Insert the bottom of the battery into its receptacle on an angle as shown while pushing the top of the battery into the lock. (Turn key to unlock position to facilitate the entry of the battery into the receptacle)

#### To Unlock:

Insert the key into the lock and turn 1/4 turn clockwise. Use the side handle on the left top side of the battery to help pull it out of the battery receptacle.



**ATTENTION!** Remove the key after installing the battery to prevent any form of loss or theft to the key or the battery.

## BATTERY & CHARGING

### CHARGING THE BATTERY

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Fig. 16.1

The battery can be charged both on and off of the bike.

Please identify your charging port (figure 16.1).

First plug the charger's male plug into the battery, then plug the charger's 110 volt plug into your wall outlet. (Do not use an extension for 110 volt.)

The indicator on the charger will light green for a few seconds and if a charge is necessary, the LED will turn red. The battery is fully charged when the battery indicator LED becomes green.

Unplug the charger from the wall first, and then from the battery.

If the battery is not mounted to the bike you can always check the battery level as seen in figure 16.2.



Fig. 16.2

### USING THE BATTERY AS A POWER SOURCE

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Fig. 16.3

The battery pack comes equipped with its own USB connection. This allows it to be used as an external power source which can be used to charge a smartphone, laptop, or other device that can be charged through a USB connection.

Locate your USB port - figure 16.3

To use the USB connection, just lift the rubber cap with the USB sign on it.



**ATTENTION!** The battery will sustain permanent damage if not used for a long period of time (ex: Winter storage). SEE PAGE 18  
Make sure to charge the battery once a month during this time.



## BATTERY & CHARGING

### WHAT YOU SHOULD KNOW ABOUT YOUR BATTERY

- DO NOT open your battery as it will void warranty.
- The battery should be recycled properly at the end of its life.
- The performance of the battery will decrease at low temperatures.\*
- Under ideal conditions, the battery pack can be recharged approximately 750 times. The performance will slowly decrease over time and eventually will need to be replaced.
- For long term storage see storage info page 18.
- Use ONLY the supplied charger.

\* The action mentioned is optimal at temperatures of approx. +/- 25°C. The guideline is that the capacity will decrease by 1% at every 1°C of temperature drop.



**ATTENTION!** Make sure to only charge the battery in a dry, well ventilated area.



**ATTENTION!** Unplug the charger when the battery is fully charged, or when charger is not in use.



**ATTENTION!** When the battery is completely depleted you must charge it immediately. If the cells are left depleted for a long period of time, they may become irreparably damaged.

## BATTERY & CHARGING



### IMPORTANT BATTERY STORAGE INFORMATION

**When not using your bike for periods exceeding one month please charge as follows:**

1. Before storage make sure that the battery is not charged more than 50% so that it will except a periodic charge.  
**(You cannot periodically charge a fully charged battery)**
2. Once every month you must attach the supplied battery charger and charge for a period of no more than 15 minutes.
3. Continue this procedure once a month until more frequent riding.

**This process will make sure that your battery does not stay at a specific rate of charge for long periods of time.**



**ATTENTION!** Please recycle your battery to an authorized recycling company in your area.

# ADJUSTING YOUR ELECTRIC FAT BIKE

## INSTALLING & ADJUSTING YOUR HANDLEBARS

---



Fig. 19.1

Using the 5mm allen key take off the 4 front bolts of the stem as shown in figure 19.1



Fig. 19.2

Place handlebar in position on stem and using 5mm allen key tighten bolts as shown in figure 19.2.

Make sure to attach all bolts one at a time in order from 1 to 4 as shown but don't fully tighten until all bolts are installed



Fig. 19.3

The handlebar position can be altered by adjusting the angle of the stem. Using a 5mm allen key loosen the bolt shown in figure 19.3

Move the stem to the desired angle and then retighten the bolt (tighten to 17Nm-18.5Nm)

## ADJUSTING YOUR ELECTRIC FAT BIKE

### ADJUSTING YOUR SADDLE POSITION

---

You can tilt the saddle to change the seating angle, as well as, slide it backward or forward (figure 20.1). To adjust the saddle, loosen the nut located on the underside of the saddle with a wrench (figure 20.2). You will be able to move the saddle around to suit your preferred riding style. When you are done adjusting, make sure to retighten the nut.

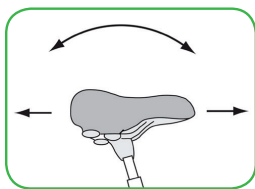


Fig. 20.1

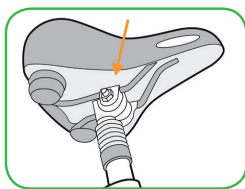


Fig. 20.2



**ATTENTION!** Ensure that the safety marks for max. height written on the seat post are not visible when retightening the hex bolt.

### ADJUSTING YOUR SEAT HEIGHT

---

Your seat height should be adjusted properly to ensure you get the most comfortable ride possible. The seat height is properly adjusted when your knee has a slight bend when sitting on the saddle with your foot on the pedal at its lowest position (figure 20.3). The seat height can be adjusted by loosening the lever on the seat tube clamp figure 20.4. Make sure to retighten after adjustment.

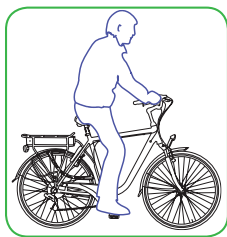


Fig. 20.3



Fig. 20.4

# ADJUSTING YOUR ELECTRIC FAT BIKE

## INSTALLING FRONT LIGHT & FENDER

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Full instructions for installing the light and front and rear fenders are shown in the installation video at:

[www.iGOelectric.com/buildmyextreme](http://www.iGOelectric.com/buildmyextreme)



*Front fender & light*



*Rear fender*



**ATTENTION!** If you can put your feet flat on the ground while seated, your seat height is too low.

## ADJUSTING YOUR ELECTRIC FAT BIKE

### ALIGNING THE BRAKES

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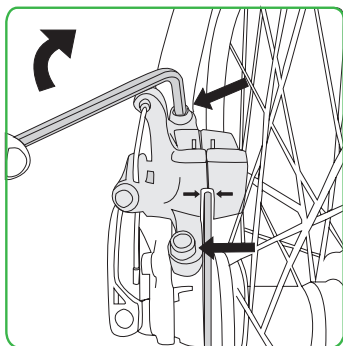


Fig. 22.1

Your electric bike is equipped with a disc brake system. To properly adjust them you must first make sure that the brake disc is properly aligned within the brake. To do this, loosen the top and bottom hex bolts (figure 22.1) with an Allen key. Then maneuver the brake with your hand so that the disc passes through the brake pads with minimal contact. Once the disc rotates through the brake freely, retighten the hex bolts and make sure that while tightening you maintain the alignment.

### ADJUSTING THE BRAKES

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If when squeezing the brake handle the bike does not stop properly, you will have to adjust the brakes. You can do this by loosening the hex bolt (figure 22.2) with an Allen key. Once the bolt is loosened, lift the braking arm so that the brake is squeezing the brake disc (figure 22.3) and spin the wheel. Lower the brake arm in small amounts until the wheel is spinning smoothly. Pull the brake cable tight and retighten the hex bolt.

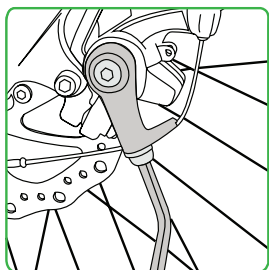


Fig. 22.2

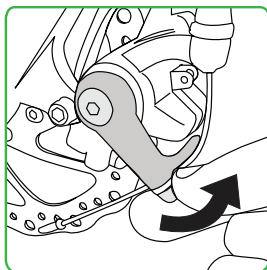


Fig. 22.3

# ADJUSTING YOUR ELECTRIC FAT BIKE

## GEARS

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Your eBike comes equipped with a Shimano Acera 7 speed drivetrain. The trigger shifter mounted to your right handle will allow you to change gears. It is important that you only change gears while cycling as the chain must be in motion to properly shift gears.

To shift up a gear, pull the trigger closest to your index finger.

To shift down a gear, push the trigger closest to your thumb.

## TIRE PRESSURE

---

The tire pressure will affect the range and comfort of your bike .

Your eBike comes equipped with the Kenda Krusade Sport Fat tire, 26" x 4" which are capable of operating on 5 psi to 30 psi of air and can be adjusted to best suit any terrain.

The tire pressure is measured in P.S.I. (Pounds / Square Inch).

Make sure to use a tire pressure gauge when pumping your tires to fill the proper amount of air.



**ATTENTION!** Riding on deflated / soft tires will severely reduce the range of the battery.

For detailed assembly and installation guides  
watch the full instructional video at:

**[www.iGOelectric.com/buildmyextreme](http://www.iGOelectric.com/buildmyextreme)**

# MAINTENANCE

## SERVICING

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Servicing your bike is very important. You can avoid unnecessary damage by servicing your bike regularly.

In the paragraphs to follow, there are some simple tips you can follow at home to keep the bike running at top performance.

## GENERAL MAINTENANCE

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- If used in the rain ensure bike and electrical components are wiped dry, remove battery and allow to dry over night
- Check brake wear every month and adjust
- Check tire pressure regularly
- Lubricate the chain occasionally
- Have your bike adjusted every 3 months by a professional bicycle technician



## BEFORE EVERY RIDE

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- Make sure battery is charged and locked into position
- Check tire pressure
- Check brakes for proper braking
- Always wear an approved bicycle helmet



## MAINTENANCE

### CLEANING

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Regular cleaning of your ebike will prolong its life and reduce the appearance of rust and corrosion build up.

**REMOVE THE BATTERY BEFORE CLEANING** and use brushes and wet sponges to remove dirt. Finish by drying with paper cloths / towel.

(Use of a mild soap solution, degreaser, chain lube and a chain cleaning device are recommended for a thorough cleaning.)

# PARTS

## PARTS LIST

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PART NO.	PART DESCRIPTION	PRICE - \$(CAD)
P400	SEAT BLACK	39.95
P401	SEAT CLAMP BLACK	9.95
P402	REAR LIGHT	16.95
P403	REAR FENDER	29.95
P404	REAR FENDER BOLT	2.00
P405	REAR FENDER WASHER	2.00
P406	FRONT FENDER	29.95
P407	FRONT FENDER BOLT	2.00
P408	FRONT FENDER NUT	2.00
P409	FRONT FENDER WASHER	2.00
P410	TIRE 26X4.0 KENDA KRUSADE FRONT/BACK	79.95
P411	TUBE 26 X4.0 FRONT/BACK	32.95
P217	BRAKE ROTOR TEKTRO 180MM FRONT /REAR	34.95
P057	BRAKE ROTOR BOLTS	3.95
P054	BRAKE CALIPER TEKTRO AIRIES FRONT/REAR	39.95
P412	REAR BRAKE CABLE	16.95
P413	FRONT BRAKE CABLE	16.95
P414	RUBBER CAP FOR HUB MOTOR	12.95
P131	KICK STAND BLACK	26.95
P081	KICK STAND BOLTS	3.95
P415	WHEEL REFLECTOR FRONT/REAR	6.95
P416	DERAILLEUR HANGER	26.95
P417	DERAILLEUR HANGER BOLTS	3.50
P059	SHIMANO ALTUS DERAILLEUR	36.95
P418	SHIMANO CASSETTE CS-HG200	32.95
P419	DERAILLEUR PROTECTOR	16.95
P420	DERAILLEUR PROTECTOR BOLT	2.00
P421	CHAIN	28.95
P422	REAR RIM 26"X4"	59.95
P423	FRONT SQUEWER	12.95
P424	RIGHT PEDAL ARM	36.95
P425	LEFT PEDAL ARM	12.95
P426	CHAIN GUARD	24.95
P427	RIGHT PEDAL	14.95
P428	LEFT PEDAL	14.95
P429	PEDAL ARM BOLT	6.95
P430	PEDAL ARM CAP BLACK	6.95
P431	BOTTOM BRACKET SET	36.95
P432	FRONT LIGHT	32.95
P433	FRONT FORK	89.95
P434	FRONT RIM 26" X 4"	59.95

## PARTS

PART NO.	PART DESCRIPTION	PRICE - \$(CAD)
P435	HANDLE BAR	32.95
P436	HANDLEBAR GRIP BLACK	12.95
P437	ADJUSTABLE STEM	49.95
P058	SHIMANO RAPID FIRE 7 SHIFTER WITH CABLE	39.95
P214	TEKTRO BRAKE LEVER LEFT	26.95
P216	TEKTRO BRAKE LEVER RIGHT	26.95
P438	REAR CARGO RACK	129.95

PART NO.	ELECTRICAL	PRICE - \$(CAD)
EXTDIS48	LCD DISPLAY 48V	89.95
EXTTHR48	TWIST THROTTLE	24.95
EXTCON48	CONTROLLER 48V	99.95
PFFBATT48	BATTERY 48V 13AH	799.00
P132	BATTERY LOCK AND KEY SET	32.95
P439	SPEED SENSOR	34.95
EXTMOT48	MOTOR BAFANG 500 WATT	469.95
EXTCHA48	BATTERY CHARGER 48V	89.95

PART NO.	ACCESSORIES	PRICE - \$(CAD)
P440	FRONT CARGO RACK	79.95

ALL PRICES ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTICE

# WARRANTY INFORMATION

## WARRANTY

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iGO Electric warrants to the original retail purchaser ("You"), that the iGO product for which this warranty has been issued is free from defects in material and workmanship for the time detailed below, from the date of original retail purchase. This warranty is not transferable to a subsequent purchaser. iGO's sole obligation under this warranty is to repair or replace the product, at iGO's option.

You have a 12 month warranty on the frame of the bike and electrical components. The battery has a 12 month warranty.

There is a 30 day warranty on any manufacturers defects. Not including any wear and tear parts (See P.25, Article 2, Sec.2.5).

Certain warranty conditions may apply, contact your dealer if you have any questions.

## WARRANTY LIMITATIONS

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The duration of any implied warranty or condition, of merchantability, fitness for a particular purpose, or otherwise, on this product shall be limited to the duration of the express warranty set forth above. In no event shall iGO be liable for any loss, inconvenience or damage, whether direct, incidental, consequential or otherwise, resulting from a breach of any express or implied warranty or condition, of merchantability, fitness for a particular purpose, or otherwise with respect to this product, except as set forth herein. This warranty gives you specific legal rights, and you may also have other rights, which may vary, from location to location.

This warranty will be interpreted pursuant to the laws of Canada. The original English version/meaning of this warranty controls over all translations and iGO is not responsible for any errors in translation of this warranty or any product instructions. This warranty is not intended to confer any additional legal, jurisdictional, or warranty rights to you other than those set forth herein or required by law. If any portion of this warranty is held to be invalid or unenforceable for any reason, such finding will not invalidate any other provision.

# WARRANTY INFORMATION

## WARRANTY TERMS

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### Article 1: Guarantee.

1.1 iGO Electric guarantees that the iGO product you have purchased is free from material and/or workmanship faults.

1.2 If, during the warranty period the product proves to be defective due to faulty materials or workmanship, iGO or an iGO Dealer may charge for labor or parts at its own discretion.

The defective products or parts will be replaced using new or refurbished products or parts.

1.3 This warranty applies within the warranty period, and upon presentation of the original invoice or sales receipt (indicating date of purchase, model name, and dealer) together with the defective product. iGO or iGO Dealers may refuse free warranty service if these documents are submitted incomplete or illegible. This warranty is void if the model name or serial number has been altered, deleted, removed, or made illegible. Battery warranty is void if case is opened.

1.4 The guarantee may be invoked by the first owner of the iGO product only.

1.5 This warranty does not cover transportation costs or risks associated with the transport of your product to and from iGO or your iGO Dealer.

1.6 The warranty is void in accordance with Articles 3.1 and 3.2.

Certain restrictions apply in regards to batteries and some electronic parts. Such restrictions are reflected in Article 6.1 and 6.2.

### Article 2: Warranty

2.1 You can only make a warranty claim, if you have filled out the warranty card and retained the original proof of purchase. The warranty card is located on the last page of this manual. The warranty period begins on the date of purchase.

2.2 iGO bike frames are guaranteed by design and/or material defects for 12 months.

2.3 All electronic parts, such as electronic controller, control panel, motor, throttle, and pedal assist sensor, are subject to a 12 month warranty if properly maintained.

2.4 The battery is subject to a 12 month warranty if properly maintained.

2.5 On parts that are subject to wear and tear, such as tires, chain, chainring, freewheels, sprockets, cables, and brake pads, there is no warranty on these items, unless there are construction and/or material defects.

### Article 3: Warranty Exclusions

3.1 If the following cases occur, then the warranty is void.

a. Incorrect and/or improper use of the iGO product.

b. The iGO product is not maintained in accordance with the guidelines mentioned in this manual.

c. Technical repairs have not been performed properly.

d. Third party components do not match the technical specifications of the bike or were improperly installed.

e. If proof of ownership, proof that the bike has been checked and adjusted properly prior to the customers receipt of the product, is not present or signed by the seller.

3.2 iGO Electric is free of any liabilities in regards to (parts of) the bike being damaged as a result of:

a. Improper adjustment of the handlebar, stem, saddle, seatpost, gears, brakes, quick release axles of the wheels, and spoke tension.

b. Not replacing worn out parts such as, brake/derailleur cables, brake pads, tires, chains and sprockets.

c. Incorrect or insufficient lubrication of moving parts.

d. Climatic influences such as rust.

e. Any damages occurring during shipment of the product (such claims must be presented directly to the shipper)

# WARRANTY INFORMATION

## WARRANTY TERMS (Cont'd)

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### Article 4: Warranty Parts

4.1 During the warranty period, all parts of which iGO has determined of material and/or construction defect, shall be replaced free of charge to the owner. Any costs of (dis)assembly are the responsibility of the owner.

4.2 The owner is responsible for any cost of transport for the iGO Product and/or parts to and from iGO, unless the product or part is still eligible for warranty.

4.3 If a particular component is eligible for warranty and the original is no longer available, iGO will provide an equivalent alternative.

### Article 5: Transport of Warranty Products.

5.1 If it is determined by iGO that a bike/part is to be returned to iGO, it must be done in it's original packaging. If the original packaging is not available, an equivalent package must be used to ensure the product is well protected from any damages it may incur during transport.

All original contents such as: keys, charger, battery must be included in the package.

5.2 iGO is not responsible for any damages or loss occurring during shipment of the product, such claims must be presented directly to the shipper by the owner.

### Article 6: Additional Warranty

6.1 Warranty on electronic parts:

Electric motor : 12 months, Charger : 12 months, Controller : 12 months, Control Panel : 12 months.

6.2 Additional provisions for the battery/battery pack:

a. iGO Li-ion battery/battery pack has a warranty period of 12 months.

b. Normal wear/decrease in battery capacity is not covered under warranty. The battery will naturally lose capacity over time. Batteries that are left unused/discharged for extended period of time and have become irreparably damaged, are not covered under warranty..

### Article 7: Warranty Claims

7.1 Claims under this warranty will only be processed after the iGO Dealer from whom the product was purchased, has inspected the defective bike/part. Proof of purchase and ownership must be present at the time of inspection.

### Article 8: Warranty Area

8.1 The warranty area is limited to the United States and Canada.

### Article 9: Legal Requirements

9.1 In accordance with North American legislation, the vehicle is described as a bicycle because it complies with the following rules:

- Electronic motor will only assist up to 32 km/h or 20 mph.
- The maximum power output of the motor is under 500W (750W for the U.S.)
- Pedals are permanently affixed to the bike.
- Front and Rear brake handle is equipped with an electronic cut-off switch for the motor power when equipped with an on demand throttle

### Article 10: Liabilities

10.1 Although iGO Electric accepts a warranty claim, it does not automatically mean that iGO Electric accepts any liability of any damage suffered.

The Liability of iGO Electric never extends further than is described in this warranty.

Any liability of iGO Electric for consequential damage, is excluded.

# WARRANTY INFORMATION

## WARRANTY CARD

Please fill out this form and mail it to iGO so that we can register your serial number in our system. Also, retain your receipt as proof of purchase.

**iGO Electric**  
Attn: Warranty Card  
1340, 55th Ave.  
Lachine, QC  
H8T 3J8

FULL NAME: \_\_\_\_\_

DATE OF BIRTH: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

POSTAL/ZIP CODE: \_\_\_\_\_

CITY: \_\_\_\_\_

COUNTRY: \_\_\_\_\_

PHONE #: \_\_\_\_\_

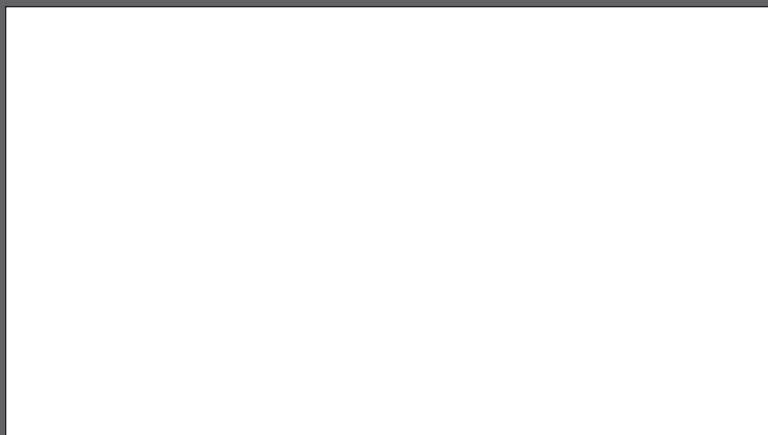
E-MAIL ADDRESS: \_\_\_\_\_

BIKE MODEL: \_\_\_\_\_

VIN / FRAME NUMBER: \_\_\_\_\_

DATE OF PURCHASE: \_\_\_\_\_

DEALER NAME: \_\_\_\_\_



1340, 55<sup>TH</sup> AVE.  
LACHINE, QC, H8T 3J8  
CANADA

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